

ACQUISITION PROCESS IMPROVEMENT SPECIALIST GS-1101-12

Participates as an Acquisition Process Improvement staff specialist on the Technical Assessment Team working toward common goals and activities utilizing individual skills, talents, and knowledge. Team member demonstrates flexibility. The team member is empowered with the authority and responsibility to accomplish common goals and activities. Works with other team members to identify the most critical aspects of a job - those that are subject to uncertainty, danger, loss if not performed and those where the most cost benefit will be realized in line with the mission as determined at that point in time. Works with team members, contractor personnel, and customers to select, analyze and measure various processes and identifies methodology for improvement to enhance successful completion of contracts and customer satisfaction.

The incumbent works as the principal staff advisor in the design, development, implementation, and continuing execution of Process Improvements. The incumbent is the primary organizational focal point for implementing Government Performance and Results Act (GPRA) Plans, Internal Operations Assessment (IOA) Corrective Actions, and Unit Self Assessment (USA), and is responsible for the administration of various automated performance tracking systems. The incumbent develops formal instructions and provides guidance in the use of and application of continuous improvement techniques, including Pareto and other graphic analysis. The incumbent continuously promotes and leads process improvement efforts. Serves as coordinator and lead facilitator for Process Action Team (PAT) and participates in compliance reviews for the purpose of assessing the CAO's compliance to DLA D 5000.4. The team member assesses the need for training and resources in view of customer's requirements. The process improvement staff specialist facilitates the CAO's Executive Steering Committee

MAJOR DUTIES

40% 1. The incumbent serves as the primary consultant and advisor to the Group Leader on process improvement issues. The incumbent advises the CAO Commander and other functional disciplines, procurement activities, and contractors regarding Process Improvement practices, and contractual standard changes. The incumbent serves as the CAO focal point for all DCMC Information Repository and Automated Metrics System (DIRAMS) input and output functions. The incumbent promotes the use of Automated Performance Tracking Systems and ensures timeliness and integrity of performance measurement information. The incumbent utilizes graphical problem solving techniques and statistical methods (i.e. trend analyses, techniques, flow charts, Pareto charts, run charts, control charts, etc). This is done for continuous improvement of both manufacturing and support processes. These techniques are applied both to the contractor and government processes. The incumbent assists in tailoring generic approaches to specific contract and/or contractor applications, and internal operations. The incumbent also aids in determining critical processes and appropriate data needs. The

incumbent facilitates process improvement efforts to identify, analyze and resolve individual and/or systemic problems when such assistance is requested. The incumbent advises CAO Teams where particularly complex processes or unusual analytical techniques are required. The incumbent researches complex process situations.

The incumbent integrates comprehensive knowledge of quality requirements and industrial processes, to provide conclusive interpretations and/or innovative approaches that result in a satisfactory resolution. The incumbent identifies adverse trends and/or out of control conditions. The team member works with appropriate persons and/or identifies cause and effective corrective actions, as required. Assist in the development and implementation of internal processes by applying appropriate management data for operational effectiveness, and ensures the Commander is made aware of changes in Performance Levels. This assures positive contract compliance and customer service satisfaction. The incumbent conducts periodic Internal Management Reviews (IMR) to ensure data is being properly collected and accurately reported. The incumbent facilitates the CAO Wide validation of management data (FLAS, Metric, etc). Team member leads in the identification, establishment, implementation and analysis of appropriate quality measures of team's performance. The incumbent uses management analysis techniques to identify problem areas and recommend resource adjustments and/or procedural changes when appropriate.

The incumbent ensures that all software tools (including the Cognos output tools) are available, working, and functional throughout the organization. The incumbent ensures that the current files are available and understood by the appropriate individuals in the organization.

35% 2. The incumbent serves as a facilitator for the CAO and supports, promotes and implements Process Improvement methodologies. The incumbent leads in examining program and processes within the CAO for continuous improvement opportunities. The incumbent works with all levels of management, both as individual and as a facilitator to improve processes. This is done by reducing variability and obtaining consistent results. The incumbent participates in organizational activities for the purpose of institutionalizing Process Improvement methods, assuring that consistency of purpose is maintained. The incumbent facilitates the implementation of the IMS segments as appropriate to provide surveillance of the Assessment architecture.

25% 3. The incumbent is a focal point within the CAO for all Process Improvement Management matters. The incumbent provides formal training as well as guidance and coaching regarding the application of Process Improvement concepts methodology and applications. The incumbent presents briefings to procurement offices, CAO teams, outside agencies and foreign government personnel and contractor management regarding local Process Improvement activities. The incumbent prepares a variety of correspondence ranging from innovative guidance to routine status reports under own signature for the Commander, Group Leader, or Team Leaders. The incumbent represents and reports for the CAO to the District concerning Process Improvement issues and requirements.

Performs other duties as assigned.

FACTOR 1, KNOWLEDGE REQUIRED BY THE POSITION

Extensive knowledge of acquisition concepts, principles, methods, practices and skills to enable the design, planning, and implementation of effective and economical Process Improvement.

Extensive knowledge of theory and practices of total quality management, including teaming, facilitating and training enables the installation and maintenance of TQM programs within and throughout the organization.

Extensive knowledge of the Malcolm Baldrige Award criteria and the DLA performance improvement criteria (with any DCMC supplements) and their application to the CAO performance plan.

Comprehensive knowledge of commodities to include; product characteristics, production methods, processes, manufacturing process flows, interrelationship of parts, components, sub-assemblies, and processes to complete systems, inspection and system test techniques in order to assist operational CAO personnel in the establishment and operation of effective PROCAS programs.

Extensive knowledge of a wide range of quality assurance methods, auditing principles and practices to assist in developing means to elevate contractor's compliance to contractual quality requirements and to assure that contractor processes adequately control the quality of product through process data-based management.

Broad knowledge of policies and procedures of other functional administrative areas, such as: program integration contract administration, production, quality assurance, property administration, program support, and engineering to facilitate working in an interactive team approach to contract management.

Extensive knowledge of the process assessment and continuous improvements software used to develop surveillance plans and perform trend and root cause analysis.

FACTOR 2, SUPERVISORY CONTROL

FL 2-4, 450 pts

The group leader provides organizational objectives, administrative requirements, information, and assignments. Incumbent independently plans and carries out assignments based on policies, objectives, and operational considerations. Incumbent resolves conflicts that arise,

coordinates work where appropriate, and interprets and applies policy on own initiatives within bounds of stated objectives. Completed assignments are subject to periodic review in terms of overall effectiveness. Specific technical recommendations and interpretations are generally not reviewed.

FACTOR 3, GUIDELINES

FL 3-4, 450 pts

Guidelines consisting of agency, DoD, and other federal agency policy guides are so structured to require extensive local interoperation and application in light of specific contract requirements. TQM guides are broadly written and generic in nature. Their entire thrust is philosophical in nature and dependent on local interoperation and application.

The DLA performance improvement criterion is based entirely on the Malcolm Baldrige Award Criteria and the guidance is generic in nature, requiring skilled judgement in its use. DCMC may supplement, providing guidance with more detailed objectives. The incumbent must exercise skill and broad-reaching technical expertise in assisting line personnel in application of PROCAS and TQM to contractual documents.

FACTOR 4, COMPLEXITY

FL 4-4, 450 pts

As Acquisition Improvement Specialist, performs as the technical authority for PROAC, TQM, and process standards status. Incumbent also provides technical advice and assistance to CAO personnel and to higher level personnel. Incumbent performs review of DCMC regulations as well as TQM program guidance issued by both DoD and private sector and provides interpretation and application guidance issued both by DoD and the private sector and provides interpretation and application guidance for the CAO. The incumbent provides training on selected subject matters, including PROCAS, TQM, and data analysis applications (Pareto, Statistical Process Control, etc). Special project assignments are frequently received for research, analysis, and problem resolution. The incumbent utilizes a thorough knowledge of PROCAS and TQM principles, methods and techniques in advising activity officials and personnel as well contractor and other DoD officials. The review of problem areas found requires decisions as to scope of the problem and appropriate corrective action required. The incumbent makes authoritative determinations in the duties and responsibilities of this position.

FACTOR 5, SCOPE AND EFFECT

FL 5-4, 225 pts

Incumbent assists CAO staff in design, development, acquisition and Contractor Administration Services of major weapons systems. Processes are complex and are frequently controlled by process control techniques. Results of the Process Improvement work influence contractors control of processes and ultimately cost factors, delivery schedules and confidence in product quality and reliability in operational use. TQM and assessments of organizational effectiveness within the CAO may result in fundamental changes in operational practices or procedures at multiple contractor facilities.

FACTOR 6,	PERSONAL CONTACTS	FL 6-3}
FACTOR 7,	PURPOSE OF CONTACTS	FL 7-C} 180 pts

Primary contacts are within the CAO and contractor personnel. The incumbent also represents the CAO in dealings with District, DoD representatives and other federal agencies. Purpose of contacts is to obtain information and data for review and analysis and to provide information as to findings and recommend courses of action. Process Improvement staff specialist, many of the contacts are for purpose of providing advice, interpretation and guidance on inquiries concerning a wide variety of functions, TQM processes, application, and for resolution of problems presented or identified. Some of the findings and recommended actions are sensitive and may not agree with conclusions of the officials contacted. Controversy and dissatisfaction may be encountered in the work performed. Incumbent uses judgement, tact, diplomacy, and as well as facilitation and negotiation techniques to gain acceptance of the incumbent's recommendation.

FACTOR 8,	PHYSICAL DEMANDS	FL 8-1} 5pts
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Much of the work is performed while sitting at a desk or table, however some physical exertion is required to visit contractor facilities to observe manufacturing operations, tests, or production processes. These visits may require standing or walking, bending, for extended periods of time. Extended periods of time while conducting occasional training sessions is common.

FACTOR 8,	WORK ENVIRONMENT	FL 9-2, 20 pts
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Much of the is performed in a traditional office or classroom environment, however, regular and frequent visits to manufacturing and test areas require the use of protective gear such as safety glasses, ear protection, hard hats and observance of all appropriate safety precautions.

Total Points = 2805
Range = 2755 - 3150
Grade Conversion = GS-12